

) ATTACHMENT #2)
CUSTOMER SATISFACTION SURVEY (CSS)

SECTION 1: CONTRACTOR INFORMATION (to be completed by the contractor requesting evaluation prior to mailing)

A. Contractor's name and address: _____

B. Point of Contact: _____

C. Phone Number: _____

D. Contract Number: _____

E. Project Title or Description of Work performed under this project:

F. Contract Type: ☐ Firm Fixed Price ☐ Indefinite Delivery/Indefinite Quantity Task Order
☐ Cost Reimbursement

G. Project Award Date: _____ Schedule Completion Date: _____
Current/Final Completion Date: _____

H. Project Award Amount: _____ Current/Final Project Amount: _____

I. Contractor being evaluated performed as the ☐ Prime Contractor ☐ Subcontractor ☐ Supplier

J. Authorization is hereby granted to provide the information requested in this Questionnaire.

(Signature)

(Name and Title of Authorized Official) (Date)

SECTION 2: RESPONDENT INFORMATION (to be completed by respondent)

EVALUATED BY:

(Signature) (Date)

(Typed or Printed Name)

(Title)

(Phone Number)

(Address)

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SECTION 3: PERFORMANCE INFORMATION: Choose the number on the scale of 1 to 6 that most accurately describes the contractor's performance or situation. Please Provide a Narrative Explanation For Any Ratings Of 1 or 2.

1	2	3	4	5	6
UNACCEPTABLE	MARGINAL	UNKNOWN	ACCEPTABLE	GOOD	EXCELLENT
Performance did not meet most contractual requirements. There were serious problems and the contractor's correction actions were ineffective.	Performance did not meet some contractual requirements. There were problems, some of a serious nature, for which corrective action was only marginally effective.	No record of past performance or the record is inconclusive.	Performance met contract requirements. There were some minor problems and corrective actions taken by the contractor were satisfactory.	Performance met all contract requirements and exceeded some to the government's benefit. There were a few minor problems which the contractor resolved in a timely, effective manner.	Performance met all contract requirements and exceeded many to the government's benefit. Problem, if any, were negligible and were resolved in a timely, highly effective manner.

1. CUSTOMER SATISFACTION							
	Customer would have no reservations in awarding another contract to the contractor.	1	2	3	4	5	6
2. QUALITY							
a.	Contractor provided effective quality control and/or inspection procedures to meet contract requirements.	1	2	3	4	5	6
b.	Contractor provided well researched and clearly identified submittals that matched contract requirements.	1	2	3	4	5	6
c.	Contractor completed all work with good workmanship and in conformance with the specifications.	1	2	3	4	5	6
d.	Contractor corrected deficiencies in a timely manner and pursuant to their quality control plan.	1	2	3	4	5	6
3. TIMELINESS							
a.	Contractor met established project schedules to complete the project on time.	1	2	3	4	5	6
b.	Contractor provided timely cost/design proposals.	1	2	3	4	5	6
c.	Contractor submitted the progress schedule and progress reports as required.	1	2	3	4	5	6
d.	Contractor provided on-time submittals as required.	1	2	3	4	5	6
e.	Contractor provided payrolls for both their employees and their subcontractor employees as required.	1	2	3	4	5	6
f.	Contractor provided timely resolution of all punch list items.	1	2	3	4	5	6
4. RESPONSIVENESS							
a.	Contractor acted promptly to resolve problems, ensuring compliance with contract requirements and safety regulations.	1	2	3	4	5	6
b.	Contractor was reasonable and cooperated to resolve problems, attended meetings as needed, and maintained communication with the government to keep the project on schedule or minimize the delay.	1	2	3	4	5	6
c.	Contractor identified problems as they occurred, suggested approaches to the problems; displayed initiative to solve problems and performed as a Team Member.	1	2	3	4	5	6
d.	Contractor responded to warranty issues within the time frames specified in the contract.	1	2	3	4	5	6
5. SUBCONTRACTS AND MANAGEMENT							
a.	Contractor provided experience/qualified managers and supervisors with the technical and administrative abilities needed to meet contract requirements.	1	2	3	4	5	6
b.	Contractor hired quality subcontractors and effectively managed and coordinated their work.	1	2	3	4	5	6
c.	Contractor hired, maintained and replaced as necessary qualified personnel and subcontractors/suppliers.	1	2	3	4	5	6
d.	Contractor ensured the project manager had sufficient authority to make decisions and take actions during project performance to keep the project on schedule.	1	2	3	4	5	6

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e.	Contractor ensured site superintendent and quality control representative were consistently present on site when work was performed.	1	2	3	4	5	6
f.	Contractor paid employees/subcontractor/suppliers as required.	1	2	3	4	5	6
6. CHANGE/COST CONTROL							
a.	Contractor responsive to contract changes and provided accurate, reasonable and supportable cost proposals.	1	2	3	4	5	6
b.	Contractor demonstrated the ability to control costs and/or design projects or modifications within the magnitude specified.	1	2	3	4	5	6
c.	Contractor validated subcontractor cost proposals prior to submission to the Government.	1	2	3	4	5	6

REMARKS:

SECTION 4: NARRATIVE SUMMARY:

1. What were the contractor's greatest strengths in the performance of the contract?

2. What were the contractor's greatest weaknesses in the performance of the contract?

3. Please provide any additional comment concerning the contractor's performance.

4. **GOVERNMENT CONTRACTS ONLY:** Has or was this contract partially or completely terminated for default or convenience or are there any pending terminations?

☐ Yes ☐ No ☐ Default ☐ Convenience ☐ Pending Termination

If yes, please explain.

5. Were there any performance issues regarding the contractor's work? If yes, please explain.

Please return this completed questionnaire by email to: linda.c.williams@faa.gov